

Author: Davis Analyst: Deborah Barrett Bill Number: AB 865Related Bills: See prior Analysis Telephone: 845-4301 Amended Date: June 24, 2008Attorney: Patrick Kusiak Sponsor: _____**SUBJECT:** Certain State Agencies Establish Procedure For Live Customer Service Agents To Answer Telephone Calls On Public Lines During Regular Business Hours

_____ ANALYSIS NOT REQUIRED of this bill – Not within scope of responsibility of this department.

_____ TECHNICAL BILL – No program or fiscal changes to existing program.

X BILL AS AMENDED NO LONGER WITHIN SCOPE of responsibility or program of the department.

_____ TECHNICAL AMENDMENT – No change in previously submitted analysis required.

_____ Approved position of prior analysis is _____.

_____ MINOR AMENDMENT – Remainder of previous analysis of the bill as introduced/amended _____ still applies.

_____ MINOR AMENDMENT – No change in approved position of _____.

_____ See Comments below

_____ OTHER – See comments below.

COMMENTS:

This bill would require specified state agencies that use automated telephone answering equipment to have, for all incoming calls on its main public line, an option for the caller to reach a live customer service agent during business hours.

The June 24, 2008, amendments would make the requirements of the bill applicable only to specific agencies-- Franchise Tax Board is not included.

Board Position:

_____ S	_____ NA	_____ NP
_____ SA	_____ O	<u>X</u> NAR
_____ N	_____ OUA	_____ PENDING

Franchise Tax Board Staff

Date

Deborah Barrett

7/8/08